

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

COWARD et al.

Comp: 2617

Examiner: Huynh, Nam Trung

Application No.: 10/808,761

Docket No.: SUNMP324

Filed: March 24, 2004

For: SYSTEM AND METHOD FOR

ADVANCED SERVICE INTERACTION

ADVANCED SERVICE INTERACTION

CERTIFICATE OF MAILING

I hereby certify that this correspondence is being deposited with the United States Postal Service as First Class Mail in an envelope addressed to: Commissioner for Patents, Alexandria, VA 22313-1450 on April 18, 2007.

Signed: Sylvia Castillo

INFORMATION DISCLOSURE STATEMENT

Commissioner for Patents P.O. Box 1450 Alexandria, VA 22313-1450

Dear Sir:

The references listed in the attached PTO Form 1449, (the copies of references which are not U.S. Patent have been attached), may be material to examination of the above-identified patent application. Applicants submit these references in compliance with their duty of disclosure pursuant to 37 CFR §§1.56 and 1.97. The Examiner is requested to make this citation of official record in this application.

This Information Disclosure Statement is not to be construed as a representation that a search has been made, that additional information material to the examination of this application does not exist, or that these references indeed constitute prior art.

The fee of \$180.00 as required in 37 C.F.R. § 1.17(p) is included with this transmittal. The Commissioner is authorized to charge any additional fees that may be due to our Deposit Account No. 50-0805 (Order No. SUNMP324).

Respectfully submitted,

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Non Patent Literature Documents

| Examiner Initial | Cite No. | Include name of author (in CAPTIAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published |
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| Examiner | Date | |
|-----------|------------|--|
| Signature | Considered | |

Examiner: Initial if reference is considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to Applicant.

¹Applicant's unique citation designation number (optional). ²See Kinds Codes of USPTO Patent Documents at www.uspto.gov or MPEP 901.04. ³Enter Office that issued the document, by two-letter code (WIPO Standard ST.3). ⁴For Japanese patent documents, the indication of the year of the reign of Emperor must precede the serial number of the patent document. ⁵Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST.16 if possible. ⁶Applicant is to place a check mark here if English language translation is attached.